



Position Description

Senior Digital Services Officer

Division	Community and Recreation
Business Unit	Library Services
Grade	NB G
Job Code	JC00391

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division Community and Recreation

The Community & Recreation Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The Division comprises of the following business units – Sports and recreation Services, Children's Services, Community, Arts and Culture; Customer Service; and Libraries.

Business Unit Library Services

Leading in the delivery of Safe, Inclusive and Connected Library Services, Northern Beaches Libraries operates one of the largest and most well-used public library services in NSW. The library network has six physical branch libraries across the Northern Beaches – Manly, Warringah Mall (Brookvale), Dee Why, Forestville, Glen Street (Belrose) and Mona Vale. It supports four community libraries and has an extensive range of resources, both physical and digital.

Primary Purpose of the Position

Through leading the development, delivery and evaluation of innovative digital literacy, STEM (Science, Technology, Engineering and Maths) and emerging technology programs and events, this role builds community capability, promotes digital inclusion and advances lifelong learning opportunities across the Northern Beaches community.

Key Accountabilities

- Develop, deliver and evaluate innovative digital literacy and STEM programs and events for children and adults, using evidence-based planning to drive continuous improvement.
- Identify emerging digital literacy trends and community needs, including artificial intelligence, digital safety and cybersecurity, and work productively with industry providers and organisations, and other stakeholders to inform program development.
- Coordinate the development and lifecycle management of loanable STEM equipment to support accessible, engaging and contemporary learning experiences.
- Undertake customer service duties to support the effective operation of library branches across a 7-day service.
- Coordinate and lead administrative tasks and projects as required to contribute to ongoing innovation and business improvements.
- Collaborate positively with team members ensuring a supportive team environment and coordination of successful projects.
- Share specialist knowledge and provide guidance to team members to support the delivery of best practice and innovative digital literacy, STEM and emerging technology programs.

Key Challenges

- Delivery of outstanding programming and customer service whilst supporting a diverse community with differing needs and expectations
- Balancing multiple projects, within a high volume work environment and the need to address requests and unforeseen challenges.
- Identifying and monitoring trends and in digital literacy and technology to ensure skills and knowledge remain current and aligned with best practice.

Key Internal Relationships

Who	Why
Team Leader Library Digital Services	• Provides direction and instruction on work tasks and delivery of customer service • Collaborate to ensure the effective performance of the team and wider library service
Digital Services Officer	• Work collaboratively to plan and deliver a calendar of STEM programming and events in the library • Mentor, guide and support to build capacity and knowledge of trends in digital literacy and technology relevant to a library environment
Digital Services Team Members	• Work collaboratively to ensure effective delivery of the team's services to support library operations
Library Programs Team	• Work collaboratively to ensure STEM programming and events align with the whole library service's plans and procedures
Library Team Members	• Work collaboratively to ensure the effective performance of the service • Consultation and team building
Internal Departments	• Work collaboratively to contribute to achieving the organisations business outcomes

Key External Relationships

Who	Why
Customers/Community Members	• Engage with the library community to ensure programming is meeting community needs and keeping pace with technological changes
External Service Providers & Vendors	• Engage collaboratively for the development of productive stakeholder relationships. • Resolve and/or escalate issues

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Team Leader Library Digital Services

Direct Reports

- N/A

Budget

- N/A

Essential Criteria

- Tertiary qualifications that allow associate membership of the Australian Library and Information Association and/or a degree in a Science, Technology, Applied Science or Educational field or related discipline/s with relevant experience.

Appointment to this position is subject to a pre-employment medical assessment and Working with Children Check. Prohibited persons under the Commission for Children and Young People Act are not eligible for appointment to this position.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Display Resilience and Adaptability
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Intermediate	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Intermediate	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Intermediate	Deliver Results
	Think and Solve Problems	Intermediate	
	Create and Innovate	Intermediate	
	Deliver Results	Intermediate	
 Resources	Finance	Foundational	Technology and Information
	Assets and Tools	Intermediate	
	Technology and Information	Adept	
	Procurements and Contracts	Foundational	

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Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Display Resilience and Adaptability	Intermediate	Adapts quickly to changed priorities and organisational settings Welcomes new ideas and ways of working Stays calm and focused in difficult situations Perseveres through challenges Offers own opinion and raises challenging issues
Relationships		
Community and Customer Focus	Intermediate	Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results		
Deliver Results	Intermediate	Takes the initiative to progress own and team work tasks Contributes to the allocation of responsibilities and resources to achieve team/project goals Consistently delivers high quality work with minimal supervision Consistently delivers key work outputs on time and on budget
Resources		
Technology and Information	Adept	Selects appropriate technologies for projects and tasks Identifies ways to leverage the value of technology to achieve outcomes Ensures team understands their obligations to use technology appropriately Ensures team understands obligations to comply with records, information and knowledge management requirements